



# Technology Considerations for Prison Safety Reform

North Carolina General Assembly  
Senate Select Committee on Prison Safety

# Tyler Introductions



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GUARDIAN RFID  
Chief Warrior

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Walk West  
Government Affairs



# Who is **Tyler Technologies**?



The largest company **exclusively** focused on providing software and services to state and local governments and schools, **empowering our clients** to build safe, vibrant communities.



Dispatch



Law Enforcement



Fire & EMS



Corrections



Prosecutors



Courts



Supervision

Tyler's justice solutions serve **more than 45%** of the U.S. population



**20** Statewide Deployments  
across our Justice Suite

Over **15,000** Jurisdictions  
Served

Public Safety Agencies  
Corrections Agencies  
Prosecutors and State's Attorneys  
Criminal & Civil Courts  
Municipal Courts

**Nearly 200**  
**agencies** throughout  
North Carolina  
partner with Tyler.





# Our Experiences

- In 1999, **failure to share information** among courts and public safety agencies in Minnesota led to the **release of a six-time convicted felon**.
  - **Katie Poirier** was **abducted** from a convenience store **and killed** by this offender.
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- **Public outrage** led to the passage of **"Katie's Law"** and dedicated funding to fill the information gaps.
  - Tyler created the system that interconnected all 87 counties into an integrated courts system.







  
***GUARDIAN RFID***

**WARRIOR TECHNOLOGY**

# MISSION

To build and deploy world-class technology that supports the *care, custody, and control* mission-set of America's Corrections **Warriors**

# VISION

To protect every member of the Thin Gray Line by tracking every inmate in the United States.



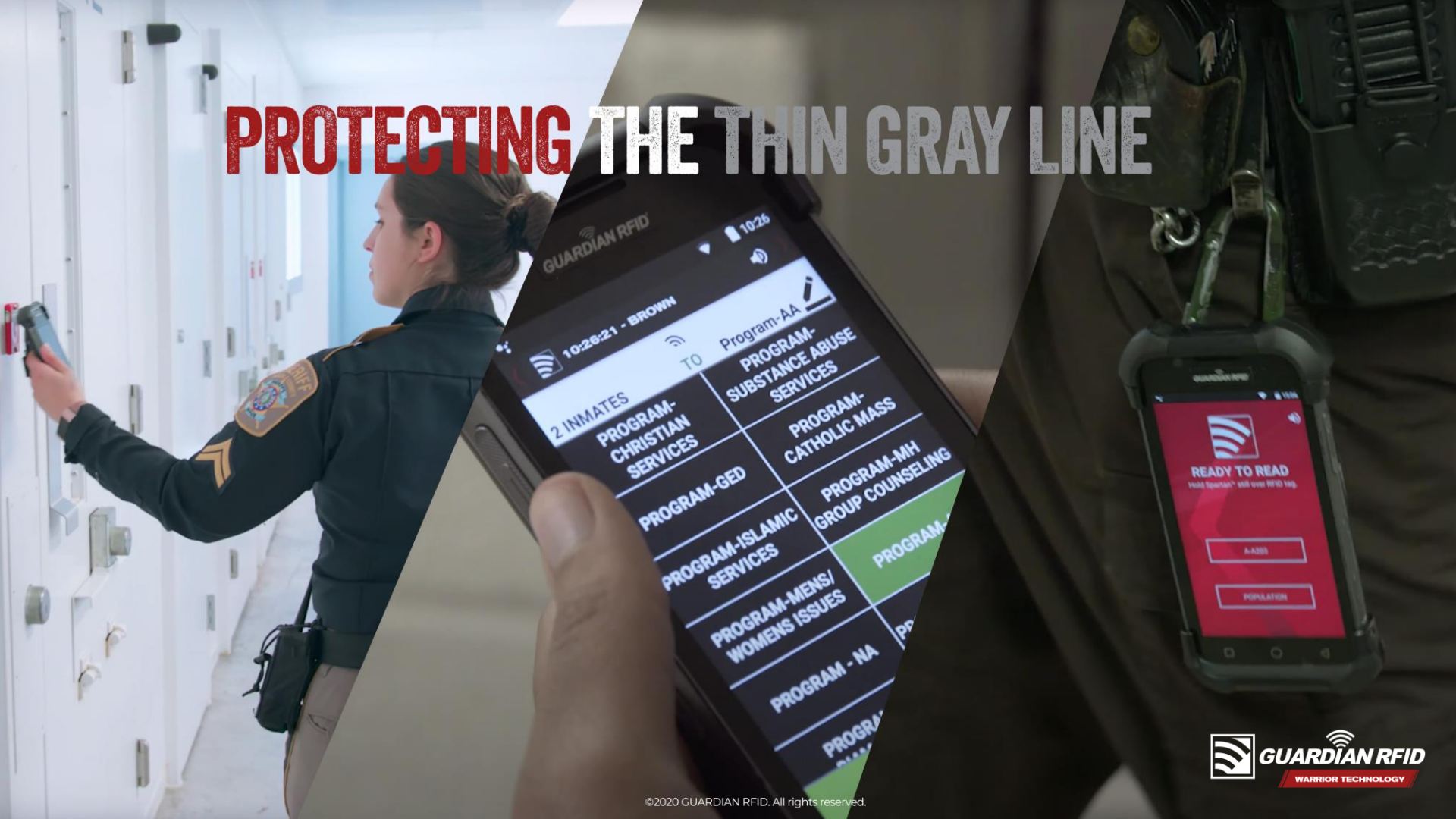
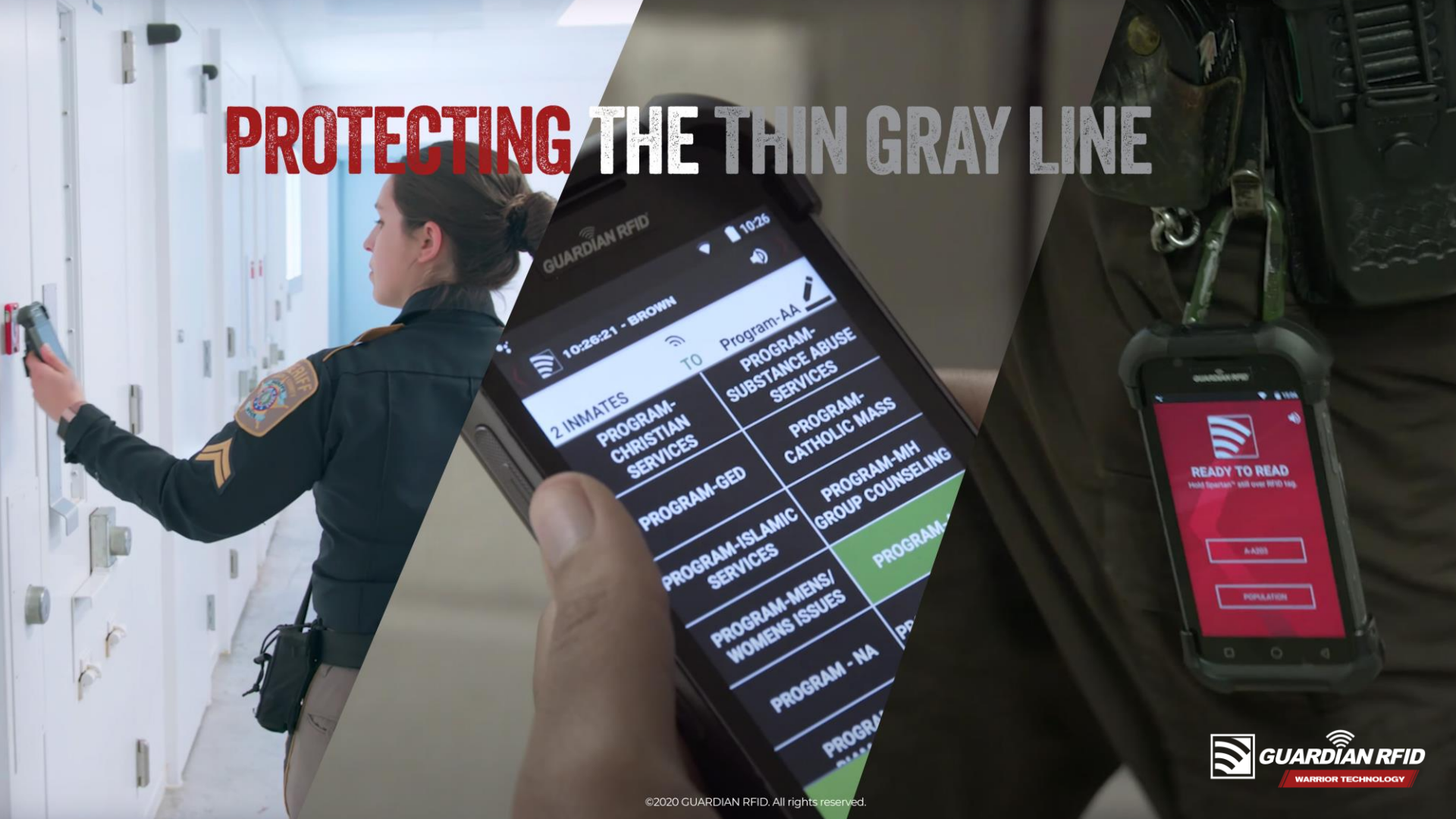
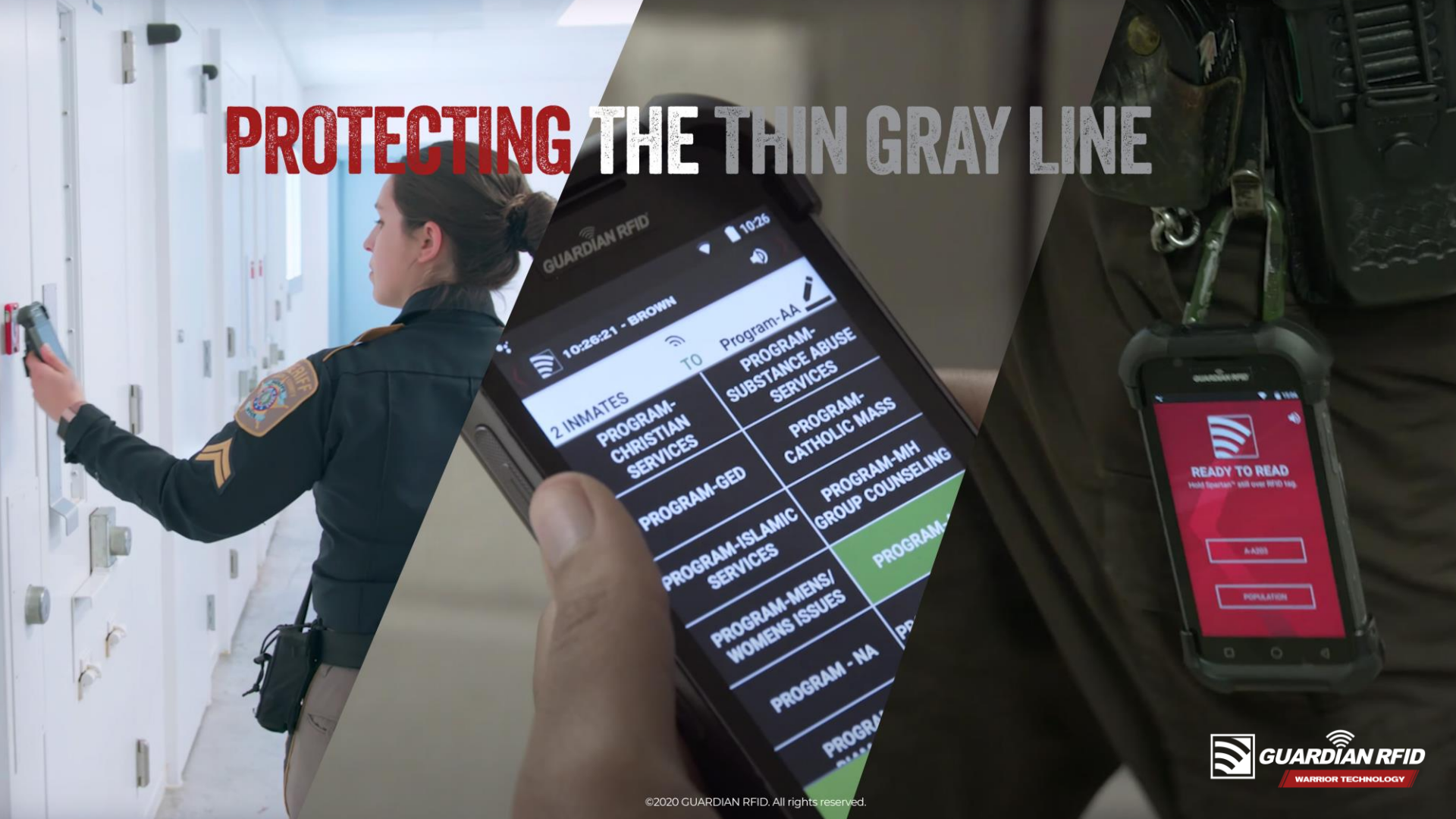
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# CHALLENGES

- » **AGING, MANUAL SYSTEMS**
- » **OFFICERS ASKED TO DO MORE WITH LESS**
- » **POOR COMMUNICATION AND OPERATIONAL INSIGHT**



# PROTECTING THE THIN GRAY LINE





# COMMAND & CONTROL PLATFORM

**SYSTEMS OF  
ENGAGEMENT**

**SYSTEMS OF  
INSIGHT**

**TECH  
STACK**



# EXPERIENCE

- » **PLATFORM ACTIVELY DEPLOYED IN 40+ STATES**
- » **OVER 1 BILLION CLOUD RECORDS CREATED ANNUALLY**
- » **TRACK 500,000 INMATES PER YEAR**



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# **Problems with Corrections information and technology across the US**

# In corrections systems in the US today, we see...

## Unclear Policy Goals

Legislatures enact policies and provide funding but there are often no metrics or goals established to show if the policies are having the desired impact.

## Lack of Transparency

Correction systems do not provide a mechanism to make information transparent to the public and policy makers which limits accountability.

## Antiquated Systems

Processes within a correction system are often paper-based and rely solely on personnel training and experience.

## Inaccessible Information

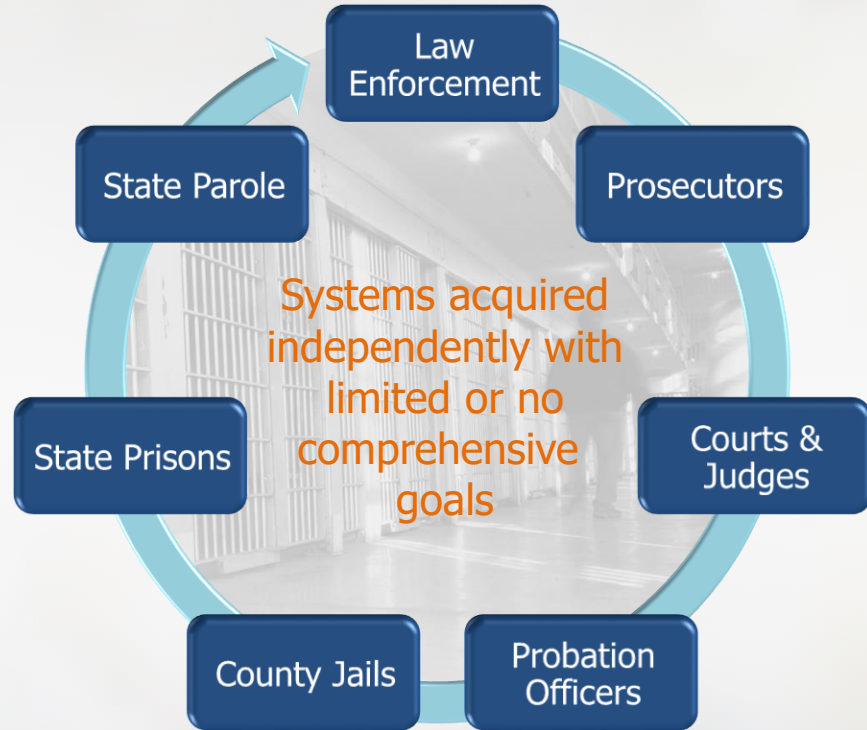
Officers do not often have the information they need, when they need it. Instead it's buried in a paper file, creating a higher risk to officers.

## Information Silos

Information on offenders is not readily available to all agencies in the justice system. Each agency is a "silo" of information with pieces to the puzzle.

**The “Offender Lifecycle” is larger than the Bureau of Prisons.**

**Information Silos are the “standard” in state and local government**





## Conclusion:

**Technology policy should be an intentional dimension of your legislation**

Our experience has been that technology will either **facilitate** or become a **barrier** to **achieving your reform goals**.

To achieve real, enduring results, technology requirements should be an intentional element of your policy and strategy.



# Six Technology Recommendations



## **Recommendation 1:**

### **Identify key performance indicators**

#### **Recommendation:**

Identify performance measures (e.g. number of assaults within a prison facility) that align with your legislative goals and require that these performance measures be published to the legislature and general public.

#### **Purpose:**

Create a feedback loop to drive improvement, evaluate progress, and to inform future program funding priorities.

#### **Desired Outcome:**

"That which is measured, improves."



## Recommendation 2:

**Implement  
technology to drive  
improvement against  
policy goals**

### Recommendation:

Fund a technology initiative that provides the capability to aggregate data, create meaningful insights and KPI dashboards.

### Purpose:

Provide agencies with the tools necessary to report on progress and be accountable to the legislature.

### Desired Outcome:

Analysis and reporting of data is efficient, accurate, and perpetual.



### **Recommendation #3:**

**Create an "Open Data" initiative to drive transparency and accountability**

#### **Recommendation:**

Require the creation of an "Open Data" initiative that leverages the tools in Recommendation #2 to make data easily accessible by the public.

#### **Purpose:**

Creates trust and drives accountability by making data transparent. Discourages "gaming" the numbers because the underlying data is available for public analysis.

#### **Desired Outcome:**

The public and legislature has confidence that program outcomes (either good or bad) are being accurately reported .





## Recommendation #4:

**Modernize Offender management systems focusing on process automation, risk assessment, and high information visibility and sharing.**

### Recommendation:

Require and fund the modernization of offender management systems.

### Purpose:

Offender management systems are analogous to the "operating system" of a prison or jail. Systems created 20 years ago often provide little value other than information warehousing. Modern off-the-shelf systems available today can make processes reliable and repeatable.

### Desired Outcome:

Improve officer awareness and makes processes consistent and reliable with current technology.



## Recommendation #5:

**Information should be  
in the hands of  
officers when they  
need it**

### Recommendation:

Leveraging a modern offender management system, use mobile devices to put real-time information in the hands of corrections officers.

### Purpose:

When offender information is buried in a paper file or antiquated system, it has little value to an officer handling offenders on the front line. Today, there's no reason for a paper file to be the Source of Truth for an officer.

### Desired Outcome:

Improve officer and offender safety.



## **Recommendation #6:**

**Inmate information  
should be shared  
between all agencies  
in the criminal justice  
lifecycle**

### **Recommendation:**

Require the development of a statewide strategy so that new offender related solutions statewide can share history and risk related data with all justice and public safety partners.

### **Purpose:**

Information systems are purchased individually, often to serve the direct needs of the purchasing agency. Without a statewide strategy and directive, information sharing is often a secondary consideration.

### **Desired Outcome:**

Provide visibility statewide into risk and safety information by courts, county jails, law enforcement, and state corrections.

# Approach

**You can realize value incrementally.**

**These solutions exist today**, mostly off-the-shelf.

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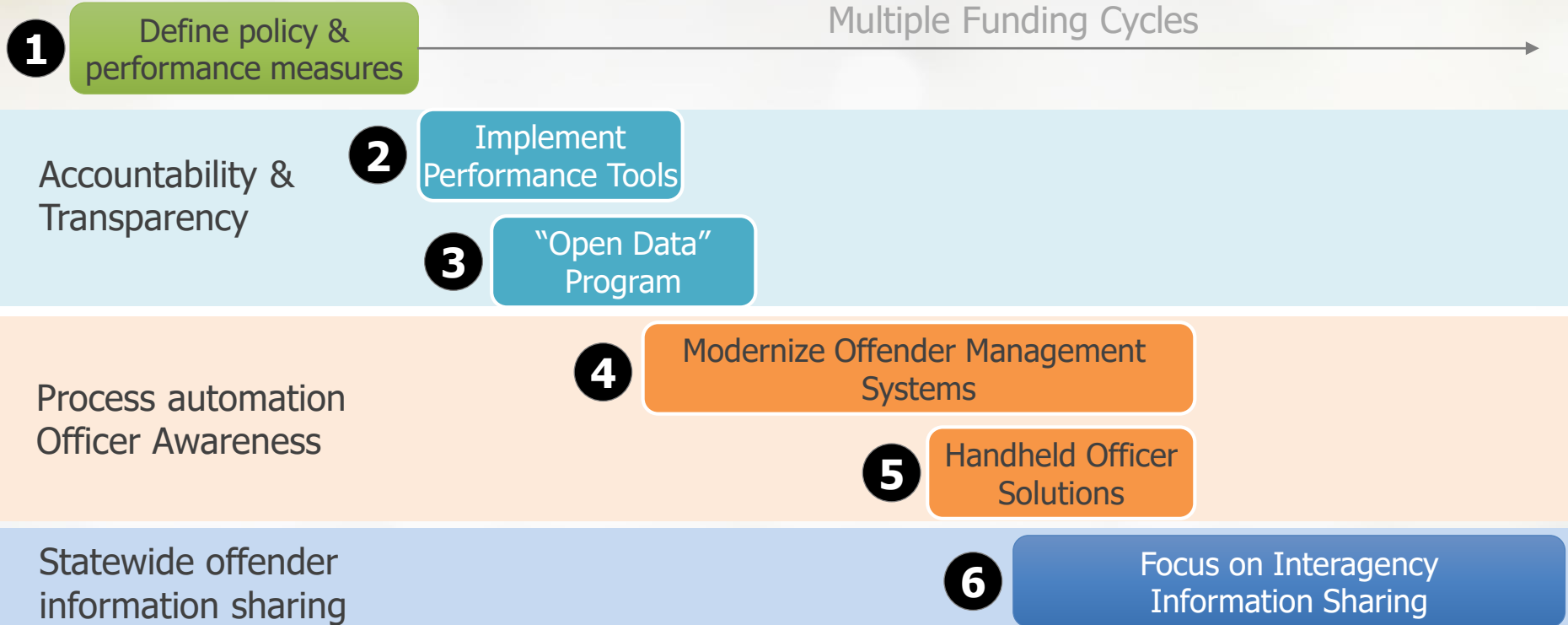
You can **realize value incrementally** and don't have to undertake everything at once.

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A giant appropriation isn't necessary to get started, and **too much money** in the system **can even make the problem harder to solve.**



# Progressive value realization



**North Carolina** can lead the nation by improving correction safety with a **comprehensive technology policy** that considers the entire "Offender Lifecycle"



